Getting Started Guide

BlackBerry Bold 9000 Smartphone

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vodafone

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Welcome to BlackBerry!

Get ready to experience the freedom and connectivity of your BlackBerry® Bold™ smartphone from Vodafone®. Setting up your device is easy. Simply verify that your SIM card and battery are inserted in your device, charge the battery, and complete the setup wizard. After you complete the setup wizard, take some time to explore the features on your device. This guide provides tips and instructions to help you learn the basics quickly.

Set up your device

Insert the SIM card and battery

Your SIM card is a small rectangular plastic card that stores important information about your wireless service. Your SIM card might already be inserted in your BlackBerry® device. Depending on your wireless service provider, you might need a PIN code for your SIM card. For more information, contact your wireless service provider.

1. Press the release button for the battery cover.
2. Lift off the battery cover.
3. If the battery is inserted, remove the battery.
4. If your SIM card is already inserted, proceed to step 8.
5. Remove the SIM card from any packaging.
6. Hold the SIM card so that the metal contacts on the SIM card face down and the cutoff corner points toward the top-right corner of the device.
7. Slide the SIM card into the holder so that it lies flat below the metal guide.
8. Insert the battery so that the metal contacts on the battery align with the metal contacts on your device.
9. Replace the battery cover back onto the device so that it clicks into place.

If the battery is charged, the device turns on. If the device does not turn on, charge the battery.

Figure 1. Remove the battery cover

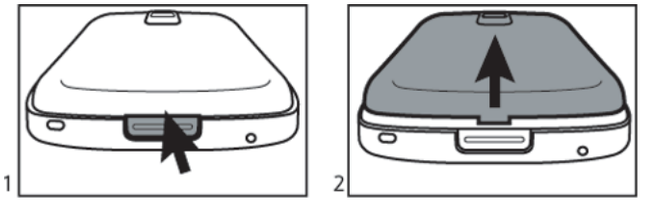


Figure 2. Insert the SIM card

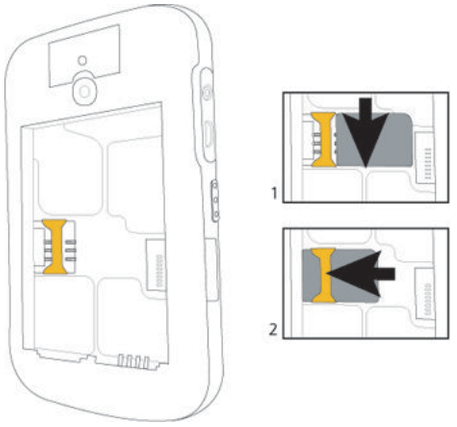
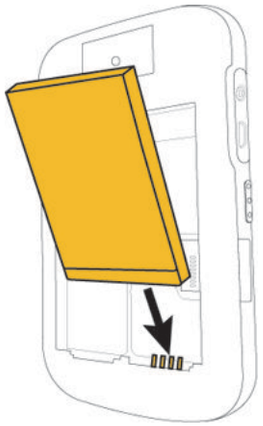


Figure 3. Insert the battery



Charge the battery

1. Connect the small end of the travel charger cable to the USB port on the side of your BlackBerry® device.
2. If necessary, perform one of the following actions:
   - Insert the plug blade attachment into the power adapter.
   - Fold down the plug blades on the power adaptor.
3. Plug the power adapter into a power outlet.
4. Charge the battery to full power.

Figure 4. Connect the travel charger cable to your device

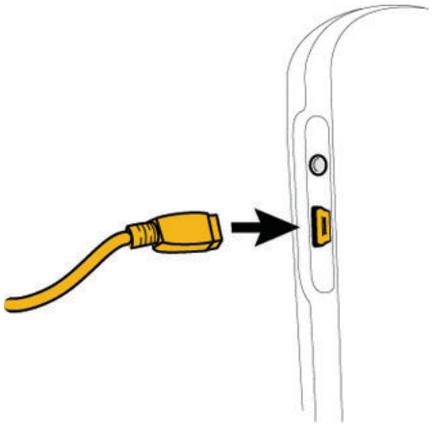
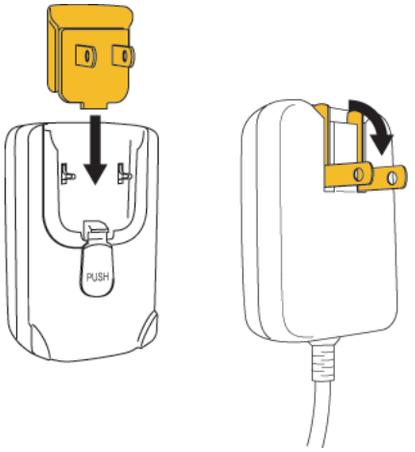


Figure 5. Insert the plug blade attachment or fold down the plug blades (if necessary)



If you have installed the BlackBerry® Desktop Software, you can use the USB cable that came with your device to connect your device to your computer for charging. For more information, see the "About using your device with a computer" topic.

Battery power level indicators

	full battery power		battery charging
	low battery power		

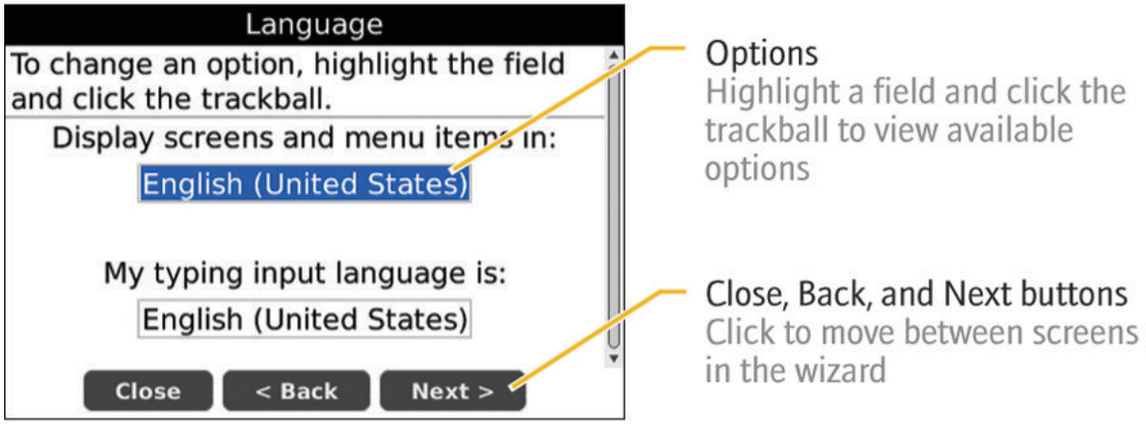
Complete the setup wizard

The setup wizard is designed to help you learn about typing, change options to personalize your BlackBerry® device, and set up one or more email addresses.

1. On the Welcome screen, read the setup wizard introduction.
2. Roll the trackball to highlight **Continue**.
3. Click (press) the trackball.
4. Complete the instructions on the screen.

Note: If the Welcome screen does not appear automatically, on the Home screen, press the key. Click **Setup**. Click **Setup Wizard**.

Figure 6. Setup wizard screen


Language
To change an option, highlight the field and click the trackball.
Display screens and menu items in:
English (United States)
My typing input language is:
English (United States)
Close
< Back
Next >
Options
Highlight a field and click the trackball to view available options
Close, Back, and Next buttons
Click to move between screens in the wizard

About email setup options

If you have not already set up an email address, you can use one of following options to set up email. Depending on your wireless service provider, the available options might vary.

- **BlackBerry Internet Service option:** Use this email setup option to create a new email address for your device or to associate your device with one or more (up to ten) existing email addresses. This option is most common for individual users. You can set up email using this option by selecting the **I want to create or add an email address** option in the setup wizard on your device
- **BlackBerry Enterprise Server option:** Use this email setup option to associate your device with a Microsoft® Outlook® work email account, IBM® Lotus Notes® work email account, or Novell® GroupWise® work email account and to take advantage of advanced capabilities for wireless data synchronization. If your administrator has provided you with an activation password, you can set up email

using this option by selecting the **I want to use a work email account with a BlackBerry Enterprise Server** option in the setup wizard on your device. If you do not have an activation password, contact your administrator.

- **BlackBerry Desktop Redirector option**: Use this email setup option to associate your device with a Microsoft Outlook (Workgroup Installation) email account. You can set up email using this option by installing the BlackBerry® Desktop Software and selecting the BlackBerry Desktop Redirector option. If you use this email setup option, you must keep your computer turned on to receive email messages.

Add or create an email address using the setup wizard

1. In the setup wizard, on the email setup screen, select the **I want to create or add an email address** option. Click **Next**.
2. Click **Next**.
3. If necessary, click **Update Now**.
4. If necessary, click **Create New Account**.
5. To accept the terms of the license agreement, select the **Yes** option. Click **I Agree**.
6. If necessary, type a login user name and password of your choice. Click **Next**. Record your user name and password in a safe place.
7. Complete the instructions on the screen.

Learn the basics

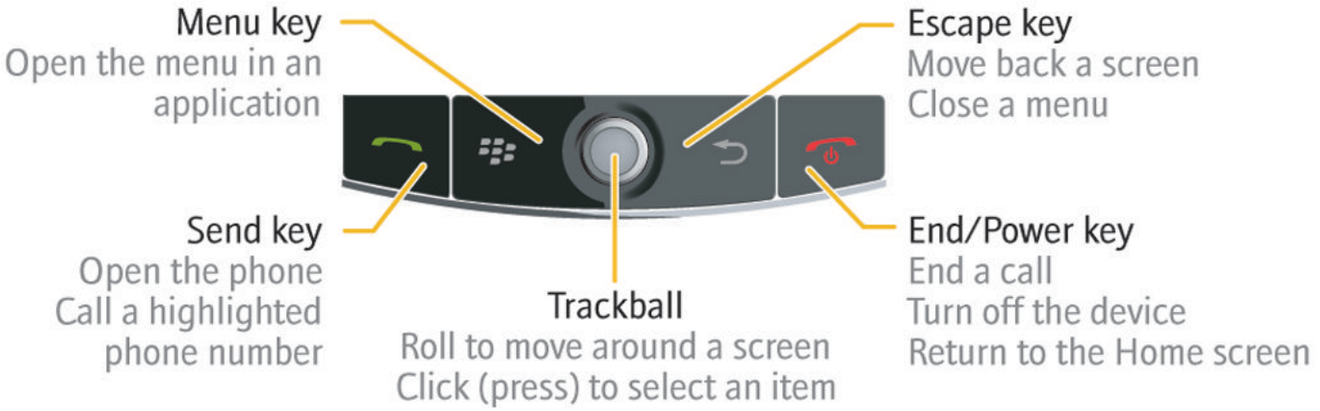
Move around the screen

- To open the application list, press the key on the Home screen.
- To move the cursor in any direction and highlight items, roll the trackball.
- To select an item or follow a link, click the trackball.
- To change the value in a field, click a field. Click a value.
- To move back a screen, press the key.
- To return to the Home screen, press the key.

Figure 7. Home screen

Figure 8. Application list

Figure 9. Move around the screen



Open a menu

- To open a menu of all the available actions for a highlighted item in an application, press the key.
- If you click an item with more than one common available action, a short menu of these available actions appears. To view more available actions for the highlighted item, press the key or click **Full Menu**.
- To close a menu, press the key.

Figure 10. Full menu

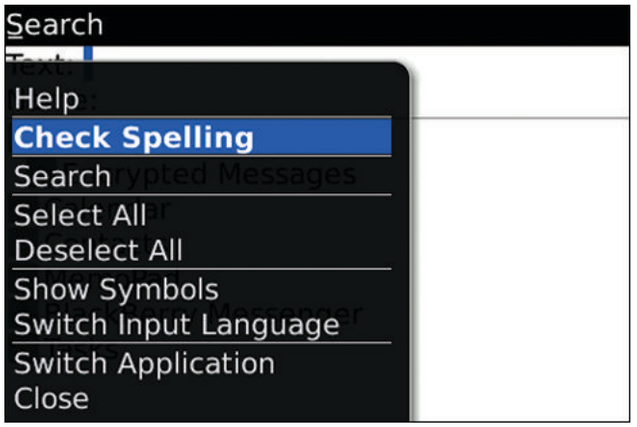
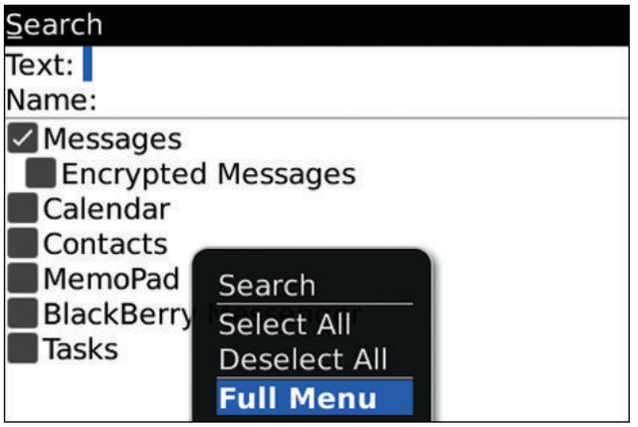


Figure 11. Short menu



Typing basics

Typing indicators

aA	Shift mode	alt	Alt mode
123	number lock mode		

Typing tips

- To capitalize a letter, hold the letter key until the capitalized letter appears or press the **Shift** aA key and the letter key.

- To type the alternate character on a key, press the alt key and the character key. For example, to type a question mark (?), press the alt key and ?/v.
- To type a symbol, press the sym key. Type the letter that appears below the symbol.
- To type an accented or special character, hold the letter key and roll the trackball to the left or right. Release the letter key when the accented or special character appears. For example, to type ü, hold u and roll the trackball to the left until ü appears.
- To turn on NUM lock, press the alt key and the **Left Shift** key. To turn off NUM lock, press the alt key.

Applications

Take some time to explore the applications that are available on your BlackBerry® device. Here are a few applications to get you started.

	Click **Setup Wizard** to learn about typing, change options to personalize your device, and set up your email address. The setup wizard also provides links to information about common tasks.
	Click **Email Settings** to set up one or more email addresses or change BlackBerry® Internet Service email options.

	Click **Vodafone Live!** to visit web pages or view the browser bookmark list.
	Click **Camera** to take a picture. You can also access the **Video Camera** from the menu.
	Click **Media** to view saved songs, ring tones, videos, or pictures.
	Click **Messages** to view a list of your messages.
	Click **Options** to view the main list of device options. You can also access additional options from the menu in each application.
	Click **Contacts** to view your contact list or add a new contact.
	Click **Set Up Wi-Fi** to set up a connection to a Wi-Fi® network.
	Click **Help** to view the user guide for your device.

Home screen status indicators

	alarm set		missed call count
	unopened message count		sending data
	missed calendar reminder		receiving data
	voice mail message		roaming

	Bluetooth® technology is turned on		paired with Bluetooth enabled device

Message list status indicators

	unopened message		MMS message
	opened message		sent message
	message with an attachment		message is sending
	message is high priority		message not sent
	SMS text message		

Phone status indicators

	missed call		received call
	placed call		

Calendar status indicators

	reminder set		meeting
	recurring appointment or meeting		exception to recurring appointment or meeting
	calendar entry with notes		

Camera status indicators

	flash is turned on		automatic flash mode
	flash is turned off		slow shutter speed

Wireless coverage indicators

Indicators on the Home screen display the wireless coverage level for the area in which you are using your BlackBerry® device.

3G	You can use the phone, send and receive email messages, PIN messages, SMS text messages, and MMS messages. You can use the phone and send and receive email messages or use the Vodafone Live! browser simultaneously.
EDGE	You can use the phone, send and receive email messages, PIN messages, SMS text messages, and MMS messages, and use the Vodafone Live! browser with a high-speed data connection.
GPRS	You can use the phone, send and receive email messages, PIN messages, SMS text messages, and MMS messages, and use the Vodafone Live! browser.
3G edge gprs	You can use the phone and send and receive SMS text messages, and MMS messages, and use the Vodafone Live! browser.
3g GSM	You can use the phone and send and receive SMS text messages.
SOS	You can only make emergency calls.
OFF	Your connection to the wireless network is turned off.
X	You are not in a wireless coverage area.
Wi Fi + Wi-Fi network name	You can send and receive email messages and use the browser over a Wi-Fi® connection.

+ Wi-Fi network name	Your device is connected to a Wi-Fi network but does not have access to BlackBerry services over the Wi-Fi connection.
	Your connection to a Wi-Fi network is turned on, but you are not in a Wi-Fi coverage area.

Start using your device

Make a call

1. On the Home screen or in the phone, perform one of the following actions:
   - Type a phone number.
   - Type part of a contact name. Highlight a contact or phone number.
2. Press the key.

To end the call, press the key.

Send an email message

1. In a message list, press the key.
2. Click **Compose Email**.
3. In the **To** field, perform one of the following actions:
   - Type an email address.
   - Type a contact name.
   - Type part of a contact name. Click a contact.
4. Type a message.

5. Press the key.
6. Click **Send**.

Send an SMS text message

You can send an SMS text message to up to ten recipients.

1. In a message list, press the key.
2. Click **Compose SMS**.
3. In the **To** field, perform one of the following actions:
   - Type an SMS phone number (include the country code and area code).
   - Type a contact name.
   - Type part of a contact name. Click a contact.
4. Type a message.
5. Click the trackball.
6. Click **Send**.

Send an MMS message

1. In a message list, press the key.
2. Click **Compose MMS**.
3. Perform one of the following actions:

- If the contact is not in your contact list, click **[Use Once]**. Click **Email** or **Phone**. Type an email address or an MMS phone number. Click the trackball.
- If the contact is in your contact list, click a contact. Click an email address or MMS phone number.

4. Type a message.
5. Press the key.
6. Click **Send**.

Add a contact

1. In the contact list, click **Add Contact**.
2. Type the contact information.
3. Press the **Menu** key.
4. Click **Save**.

Take a picture

1. In the camera, if necessary, to zoom in to or out from a subject, roll the trackball up or down.

2. Click the trackball.

Note: The approximate number of pictures that you can save to the device memory or the media card appears in the lower-left corner of the screen. If you save pictures to the device memory, you can insert a media card into your BlackBerry® device to save more pictures.

Record a video

1. In the camera, press the **Menu** key.
2. Click **Video Camera**.
3. To start recording, click the trackball.
4. To pause recording, click the trackball again.

Note: The approximate amount of memory available for saving videos to the device memory or the media card appears in the lower-left corner of the screen.

Record a voice note

1. In the voice notes application, click the **record** icon.
2. Perform any of the following actions:
   - To pause recording, click the **pause** icon. To resume recording, click the **record** icon.
   - To stop recording, click the **pause** icon. Click the **stop** icon.

Visit a web page

Depending on your wireless service provider, multiple browsers might appear on your BlackBerry® device. For more information about the charges associated with using each browser, contact your wireless service provider.

1. In the browser, perform one of the following actions:
   - If a web address field appears on the screen, type a web address.
   - If a web address field does not appear on the screen, press the key. Click **Go To**. Type a web address.
2. Click the trackball.

Schedule an appointment

1. In a calendar, press the key.
2. Click **New**.
3. Type the appointment information.
4. If the appointment recurs, change the **Recurrence** field.
5. Press the **Menu** key.
6. Click **Save**.

Pair with a Bluetooth enabled device

Some Bluetooth® enabled devices have a passkey that you must type before you can pair with them.

1. In the Bluetooth setup application, click **Search for devices from here** or **Allow another device to find me**.
2. Click **OK**.
3. If necessary, click a Bluetooth enabled device.
4. If necessary, type the passkey for the Bluetooth enabled device on your BlackBerry® device.
5. If necessary, type the passkey for the Bluetooth enabled device on the Bluetooth enabled device.

About connecting to a Wi-Fi network

If you are in a Wi-Fi® coverage area and if your wireless service plan supports it, you might be able to access services (for example, email service) over a Wi-Fi network. For more information, contact your wireless service provider.

You can connect to a Wi-Fi network without saving the connection information, or you can save the connection information in a Wi-Fi profile.

Connect to a Wi-Fi network

By default, new Wi-Fi® profiles appear at the bottom of your Wi-Fi profile list.

If your device is associated with an email account that uses a BlackBerry® Enterprise Server, your organization might prevent you from connecting to a Wi-Fi network.

1. On the Home screen or in the application list, click **Set Up Wi-Fi**.
2. Perform one of the following actions:
   - Click **Scan for Networks**. Click a network.
   - Click **Manually Add Network**. Type the network name. Click **Add**.
   - If you are using a network access point enabled with Wi-Fi Protected Setup™, click **Push Button Setup**.
3. Complete the instructions on the screen.
4. On the Wi-Fi Setup Complete screen, perform any of the following actions:
   - To change the order of Wi-Fi profiles, click **Prioritize Wi-Fi Profiles**. To return to the Wi-Fi Setup Complete screen, press the **Escape** key.
   - To specify registration information, click **Wi-Fi Hotspot Login**. To return to the Wi-Fi Setup Complete screen, press the **Escape** key.
5. Click **Finish**.

About using your device with a computer

You can install the BlackBerry® Desktop Software on your computer and connect your BlackBerry device to your computer to perform any of the following actions:

- Charge your device.
- Synchronize organizer data such as contacts, calendar entries, tasks, and memos between your device and your computer.
- Synchronize certificates between your device and your computer.
- Back up and restore device data.
- Transfer files between your device and your computer.
- Add applications to your device.
- Set up and manage email message forwarding or wireless calendar synchronization if your administrator has advised you to do so.
- Set up and manage email message forwarding using the BlackBerry Desktop Redirector to forward email messages from a Microsoft® Outlook® (Workgroup installation) email account that resides on a Microsoft Exchange Server version 5.5 or later.

For more information about synchronizing data, backing up or restoring data, adding applications, or other functions, see the *BlackBerry Desktop Software Online Help*.

System requirements

- Intel® compatible 486 or higher computer that is compliant with USB 1.1 or later
- Microsoft® Windows® 2000, or later
- BlackBerry® User Tools CD
- available USB port

Install the BlackBerry Desktop Software

1. Verify that your BlackBerry® device is not connected to your computer.
2. Insert the *BlackBerry® User Tools CD* into the CD drive on your computer.
3. Click **BlackBerry Desktop Software**.
4. Complete the instructions on the screen until the Setup Type screen appears.
5. On the Setup Type screen, perform one of the following actions:
   - If you do not want to use the BlackBerry® Desktop Software to synchronize certificates between your device and your computer, select the **Typical** option. Click **Next**.
   - If you want to use the BlackBerry Desktop Software to synchronize certificates between your device and your computer, select the **Custom** option. Click **Next**. In the **Certificate Synchronization** drop-down list, click **This feature, and all subfeatures, will be installed on local hard drive**.
6. Complete the instructions on the screen.

7. When the installation is complete, connect the smaller end of the USB cable to the USB port on the side of your device.
8. Connect the larger end of the USB cable to the USB port on your computer.

If the BlackBerry® Desktop Manager does not open automatically, on the taskbar, click **Start** > **Programs** > **BlackBerry** > **Desktop Manager**.

About switching devices

You can import data from your current BlackBerry® device, Palm® device, or Windows Mobile® powered device to your new BlackBerry device using the switch device wizard tool of the BlackBerry® Desktop Manager. For more information about switching devices, see the *BlackBerry Desktop Software Online Help*.

Switch devices

Verify that you have installed the most recent version of the BlackBerry® Desktop Software.

1. Connect your current device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Switch Device Wizard**.
4. Click **Start**.

5. Complete the instructions on the screen.

If you are switching from a BlackBerry device that is associated with the BlackBerry® Internet Service, on your new BlackBerry device, in the setup wizard, open the email setup screen. Update your device PIN.

Transfer a file between your device and your computer using the Roxio Media Manager

1. Connect your BlackBerry® device to your computer.
2. On your computer, open the BlackBerry® Desktop Manager.
3. Double-click **Media Manager**.
4. Drag a file or folder from one location to another.

For more information about transferring and managing media files, see the online help that is available in the Roxio® Media Manager.

Synchronize data between your device and your computer

1. Connect your BlackBerry® device to your computer.
2. Open the BlackBerry® Desktop Manager.
3. Click **Synchronize**.
4. Select the check box beside one or more actions.

5. Click **Synchronize**.

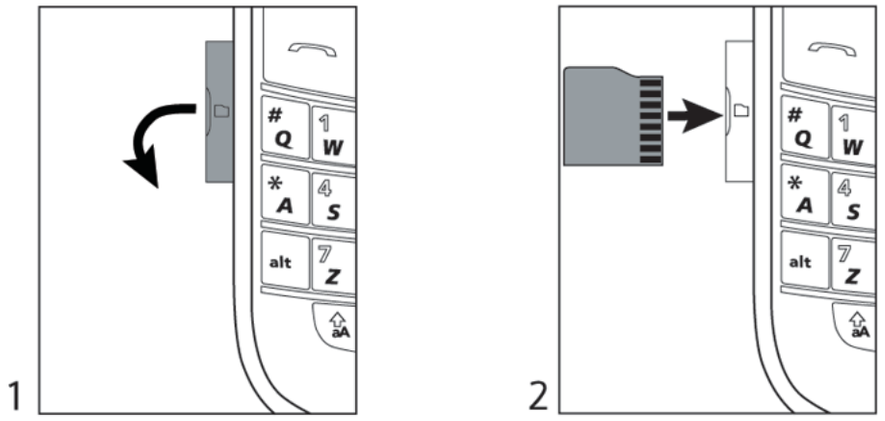
Insert a media card

Use a microSD media card to extend the memory available on your BlackBerry® device for storing media files such as videos, ring tones, pictures, or songs. The media card might be sold separately from your device.

1. Lift the edge of the cover for the media card slot.
2. Hold the media card so that the metal contacts on the media card point toward the front of your device.
3. Slide the media card into the media card slot so that the media card clicks into place.
4. Flip the cover for the media card slot down.
5. Press down on the cover for the media card slot so that the cover clicks into place and lies flat.

To remove the media card, remove the cover for the media card slot. Press the media card in and then pull the media card out.

Figure 12. Insert the media card



Find more information

- To view the user guide for your BlackBerry® device, click **Help** in the **Tools and Accessories** folder or in an application menu.
- To view the BlackBerry® 101 tutorial, user guide, software license agreement and warranty, or safety and product information booklet that contains compliance information and guidelines for the safe use of your device, insert the *BlackBerry® User Tools CD* that came with your device into the CD drive on your computer. The Declaration of Conformity made under Directive 1999/5/EC (HG nr.88/2003) is available for viewing at the following location in the EU community: www.blackberry.com/go/declarationofconformity.
- To find software, games, and accessories for your device, visit www.discoverblackberry.com.
- To buy accessories for your device, contact your wireless service provider or visit www.shopblackberry.com.

- To find information about your wireless network or your wireless service plan, visit one of the following customer support web sites.

Australia: www.vodafone.com.au/blackberry
Austria: www.A1.net/blackberry
Bahrain: www.bh.zain.com
Belgium: (Dutch) http://corporate.proximus.be/nl/Push_Email/PEM_Support.html (English) http://corporate.proximus.be/en/Push_Email/PEM_Support.html (French) http://corporate.proximus.be/fr/Push_Email/PEM_Support.html
Bulgaria: www.mtel.bg/corporate/services/bb/index.php
Croatia: http://blackberry.vipnet.hr
Egypt: www.vodafone.com.eg/db/JSP/business/dynamic/en/businessSolutions/blackBerry/blackBerry.jsp?selectedItem=1277
France: www.sfr.fr
Germany: www.support.vodafone.de
Greece: www.vodafone.gr/blackberry
Hong Kong: www.smartone-vodafone.com/jsp/business/mobile_email/blackberry/english/index.jsp
Hungary: www.vodafone.hu/business/szolgaltatasok/blackberry.html
Iceland: http://vodafone.is/
India: www.vodafone.in/vbs/Pages/VBS_Landing.aspx
Indonesia: www.xl.co.id/layanan/Blackberry

Ireland: www.office.vodafone.com
Italy: www.190.it
Luxembourg: www.luxgsm.lu/blackberry
Malaysia: www.celcom.com.my/cep/xresources/CelcomCORP/index.html
Netherlands: www.vodafone.nl
New Zealand: www.vodafone.co.nz/blackberry
Portugal: www.empresas.vodafone.pt/solucoesmobilidade/messagingemail/blackberryemp.htm
Romania: www.vodafone.ro/asistenta/intreaba-ne-online/asistenta-online-pentru-persoane-juridice/internet-si-date/blackberry/
Singapore: www.m1.com.sg/blackberry
South Africa: www.vodacom.co.za/services/blackberry/overview.jsp
Spain: www.vodafone.es
Sri Lanka: www.dialog.lk/en/mobile/blackberry/index.html
Switzerland: www.swisscom-mobile.ch/scm/dlc-en.aspx
Turkey: www.vodafone.com.tr/KurumsalUrunveServisler/blackberry.php
United Kingdom: www.vodafone.co.uk/blackberry and www.vodafone-dataworld.co.uk

Troubleshooting

I cannot connect to a wireless network

Try performing the following actions:

- Verify that your SIM card is inserted in your BlackBerry® device correctly.
- Verify that you have turned on the connection to the wireless network.
- Verify that you have turned on the connection to the Wi-Fi® network.
- Verify that you are in a Wi-Fi coverage area.
- If the Wi-Fi network does not appear in the Wi-Fi setup application and you know the network name, connect to the Wi-Fi network manually.
- Verify that the connection options in the Wi-Fi setup application are correct. If you have already verified these options, verify that the advanced connection options for the Wi-Fi network are correct.
- If your device is associated with an email account that uses a BlackBerry® Enterprise Server your organization might prevent the Hotspot Browser from appearing, or might restrict you from using the Hotspot browser to browse web pages.

- If you are using the Push Button Setup method for Wi-Fi, verify that the network access point is enabled with Wi-Fi Protected Setup™, and that it has been set to send its profile. Verify that another device is not also attempting to connect at the same time, and that not more than one network access point within range is in this mode.

I cannot associate my device with an email address

Try performing the following actions:

- On the email setup screen, verify that you have typed all the email address information correctly.
- Verify that the email address is associated with a supported email account (for example, a POP3 email account or an IMAP email account). For more information about supported email accounts, contact your wireless service provider.
- If you are trying to add a Microsoft® Outlook® or IBM® Lotus Notes® work email address to your BlackBerry® device, log in to one of the following web sites using a browser on a computer and add the work email address. To log in, you must have a login user name and password. You can create a login user name and password in the setup wizard on the email setup screen.

Australia: www.mobileemail.vodafone.com.au
Austria: www.mobileemail.vodafone.at
Bahrain: www.mobileemail.mtc-vodafone.com.bh
Belgium: www.proximus.blackberry.com

Bulgaria: http://www.mobileemail.vodafone.bg
Croatia: www.mobileemail.vodafone.com.hr
Cyprus: www.cytamobile-vodafone.blackberry.com
Czech Republic: www.mobileemail.vodafone.cz
Denmark: www.mobileemail.vodafone.dk
Egypt: www.mobileemail.vodafone.com.eg
Fiji: www.mobileemail.vodafone.com.fj
France: www.mobileemail.vodafone.fr
Germany: www.mobileemail.vodafone.de
Greece: www.mobileemail.vodafone.gr
Hong Kong: www.smartone-vodafone.blackberry.com
Hungary: www.mobileemail.vodafone.hu
Iceland: http://mobileemail.vodafone.is
India: www.mobileemail.com.in
Indonesia: www.xl.blackberry.com
Ireland: www.mobileemail.vodafone.ie
Italy: www.mobileemail.vodafone.it
Jersey: www.mobileemail.vodafone.je
Latvia: www.mobileemail.vodafone.lv
Lithuania: www.mobileemail.vodafone.lt
Luxembourg: www.mobileemail.vodafone.lu
Malaysia: www.mobileemail.vodafone.com.my
Netherlands: www.mobileemail.vodafone.nl
New Zealand: www.vodafone.co.nz/myblackberry

Portugal: www.mobileemail.vodafone.pt
Romania: www.mobileemail.vodafone.ro
Serbia: www.mobileemail.co.yu
Singapore: www.m1.blackberry.com
Slovenia: www.mobileemail.vodafone.si
South Africa: www.mobileemail.vodafonesa.co.za
Spain: www.mobileemail.vodafone.es
Sri Lanka: www.mobileemail.vodafone.lk
Switzerland: www.mobileemail.swisscom.ch
Turkey: www.mobileemail.vodafone.com.tr
United Kingdom: www.mobileemail.vodafone.net

I cannot send or receive messages

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network. If you are not in a wireless coverage area, your device should send the messages when you return to a wireless coverage area.
- If you created an email address or added an existing email address to your device using the email setup screen in the setup wizard, verify that you have received an activation message on your device from the BlackBerry® Internet Service. If you have not received an activation message (the message might take a short period of time to arrive), in the setup wizard, open the email setup screen to send a service book to your device.

- If you have not received a registration message from the wireless network, register your device. In the device options, click **Advanced Options**. Click **Host Routing Table**. Press the key. Click **Register Now**.
- If you switched devices, verify that you have switched email service to your new device. To switch email service to your new device, in the setup wizard, open the email setup screen. If you created a user name and password when you set up email on your device, type your login information. Press the key. Click **Change Device**. If you did not create a user name and password when you set up email, complete the instructions on the screen.
- If the menu item for sending a message does not appear, verify that you have added an email address or a PIN for your contact.
- Resend the message. Open the message. Press the key. Click **Resend**.
- If you use email message filters, verify that the options for email message filters are set correctly.

I cannot make or receive calls

Try performing the following actions:

- Verify that your BlackBerry® device is connected to the wireless network.
- If you cannot make calls and fixed dialing is turned on, verify that the phone number for your contact appears in your fixed dialing list or turn off fixed dialing.

- If you have traveled to another country and you have not changed your smart-dialing options, dial the full phone number, including the country code and area code, for your contact.
- If you are not receiving calls, verify that call blocking and call forwarding are turned off.
- Your SIM card might support more than one phone number, even if you only have one phone number. Verify that your phone number is set as your active phone number.

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Research In Motion Limited
295 Phillip Street
Waterloo, ON N2L 3W8
Canada

Research In Motion UK Limited
200 Bath Road

Slough, Berkshire SL1 3XE
United Kingdom

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